

## INFORMATION SERVICES MANAGER

### Class Definition

Under administrative direction, is responsible for planning, managing and directing information service operations of an assigned Division.

### Distinguishing Characteristics

Information Services Managers plan, organize, and direct the operations of an assigned Division. The incumbent directs information technology functions including long range planning, program development, quality control, office systems, computer operations, and enhancement of information systems and services. This is an unclassified position in which incumbents serve at the will of a Department Head.

### Typical Duties

*(May include but are not limited to the following)*

Performs managerial and administrative work in coordinating and directing all activities involved in the implementation and completion of projects including planning and organizing diverse programs, activities and staff of a division.

Provides and coordinates City-wide Information Services, to include systems development and enhancements, wide area network support, personal computer (hardware and software) support, internet/intranet communications and related support.

Develops and maintains appropriate information services programs, services and technology; anticipates information service trends and their applicability to City operations and needs and recommends allocation of resources in meeting service demands.

Recommends and implements information technology policy guidelines, procedures and other standards for the operations, maintenance, and development of an Information Services Division as well as implementing major organizational changes.

Establishes objectives, programs, work-plans and standards to implement unit short and long-term goals as established by the CIO.

Directs the research and compilation of comprehensive reports and presents summary reports on division activities.

Directs, coordinates and reviews work for assigned division within IS; assigns work activities and monitors work flow.

Develops and administers division budget; forecasts needed funds for additional staffing, equipment, materials and supplies.

Oversees a Division's customer oriented service delivery program; provides direction, leadership, information and recommendations to subordinate staff on diverse programs, projects and improvements to services/procedures.

Oversees evaluation and effectiveness of IT systems and the feasibility and potential value of new systems, hardware and software program acquisition.

Confers with and advises staff on problems, programs, and operations; confers with representatives of other departments and outside agencies regarding coordination of functions.

Performs related duties as required.

*Knowledge, Skills, Abilities*

*(The following are a representative sample of the KSA's necessary to perform the duties of the class.)*

Knowledge of computer work stations, personal computers, networks, software, peripheral hardware, and communications systems.

Knowledge of the principals and methods used in Local Area Networks, Wide Area Network structures, systems applications, systems programming, data base analysis and design, PeopleSoft and associated administrative functions.

Knowledge of modern office methods, procedures and technological trends and their applicability to user requirements.

Knowledge of principles and practices of public and business administration and managerial principles and practices of supervision, training, and personnel management.

Knowledge of the principles and practices of budget preparation and administration.

Skill to operate an office computer and a variety of word processing and software applications.

Ability to stay current with information processing technology and applications and analyze, evaluate, and prioritize organization wide information system needs.

Ability to plan, direct and coordinate the work of professional, technical and clerical staff and activities of an Information Services Division.

Ability to communicate clearly and concisely, both orally and in writing, and prepare complex technical reports and specifications for communications equipment and systems with major budgetary and operational impact.

Ability to establish positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

Ability to properly interpret, apply and make decisions in accordance with relevant laws, regulations and policies.

*Minimum Qualifications*

Four years of professional information services experience, which included, one year in a lead or supervisory capacity and graduation from an accredited college or university with a Bachelor's degree in information systems, industrial technology, computer science, business administration or related field.

*Special Requirement(s)*

Possession of, or the ability to obtain, a valid Class C California driver's license at time of appointment.

Recruitment may be limited to a specific area of expertise as required by operational needs. The specific areas of expertise are listed below:

1. Computer Services
2. Systems Application
3. Police Information Processing & Computer Services

APPROVED: \_\_\_\_\_  
Director

DATE: \_\_\_\_\_